



DATE: September 24, 2014

AGENDA ITEM # 2

**TO:** Bicycle/Pedestrian Advisory Commission

**FROM:** Cedric Novenario, Staff Liaison

**SUBJECT:** BPAC Webpage – Frequently Asked Questions (FAQ)

**RECOMMENDATION:**

Recommend process for developing and maintaining BPAC FAQ webpage

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**BACKGROUND**

The BPAC identified a need to develop a FAQ sheet to include as part of the BPAC webpage. The City Council acknowledged this and approved this item as part of the 2014-2015 BPAC work plan. FAQ's will be accessed through a web-link on the BPAC webpage.

**DISCUSSION**

Hosting a FAQ webpage can be a useful community outreach tool to inform residents of information ranging from general BPAC inquiries to bike and pedestrian safety tips. A list of well-developed FAQ (and associated answers) can address many of the common questions residents will have.

To begin this process, staff proposes two different approaches to develop and maintain the FAQ webpage:

1. Form a subcommittee (between 1 and 3 commission members) to develop the topics and FAQ (and associated answers).
  - a. The subcommittee members will develop the content and submit them to the staff liaison for review and approval. The content must follow the guidelines set forth in the attached Los Altos Website Use Policy.
  - b. The staff liaison works with the public information coordinator to ensure format and content conforms to the website policy and uploads the content.
  - c. Review FAQ content every 6 month for relevancy and/or add or remove content.
2. Commission members submit proposed FAQ (and associated answers) to the staff liaison for review and approval.

- a. The staff liaison will organize content by category or topic. Duplicate content will be omitted.
- b. The staff liaison works with the public information coordinator to ensure format and content conforms to the website policy and uploads the content.
- c. Review FAQ content every 6 month for relevancy and/or add or remove content.

Staff requests the commission to recommend the approach that is preferred. If approach #1 is preferred, staff requests volunteers to serve on the subcommittee. Formalizing the subcommittee will take place through a motion and vote. If approach #2 is preferred, staff will send a follow up email with a date when the proposed FAQ content is due.

Attachment

Los Altos Website Use Policy